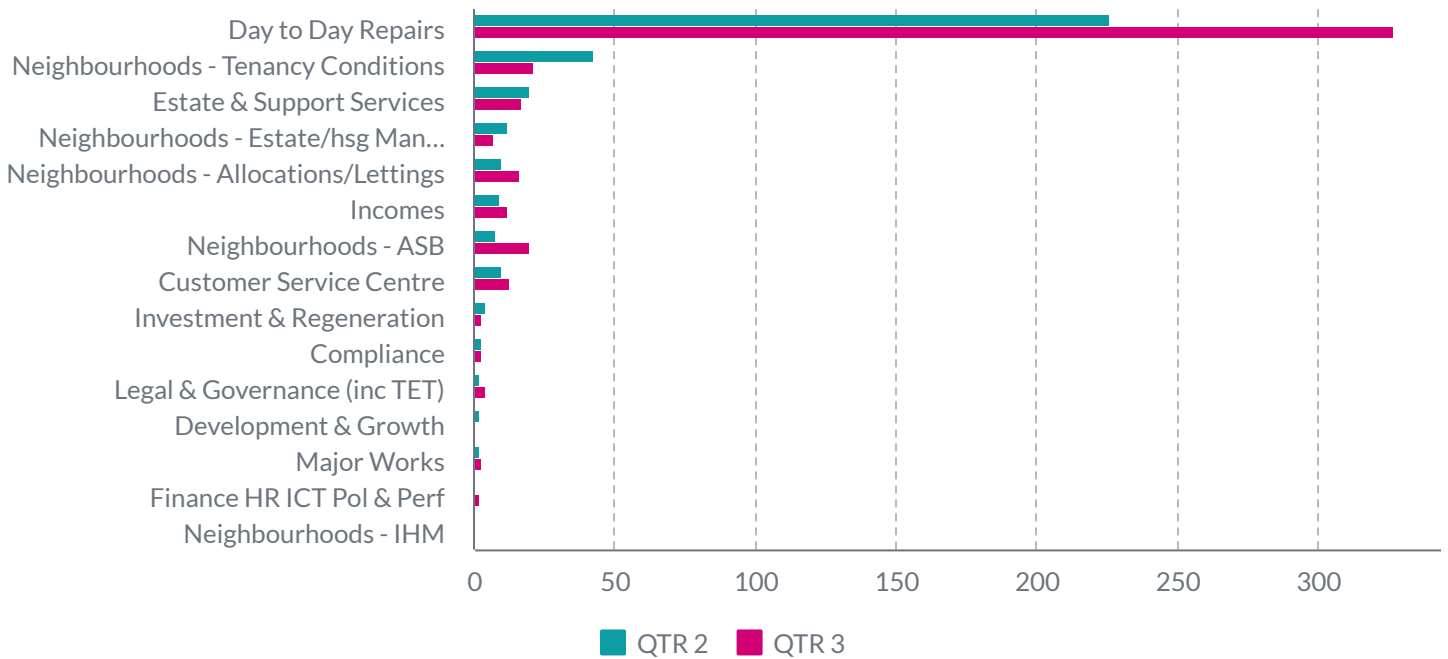


Incommunities

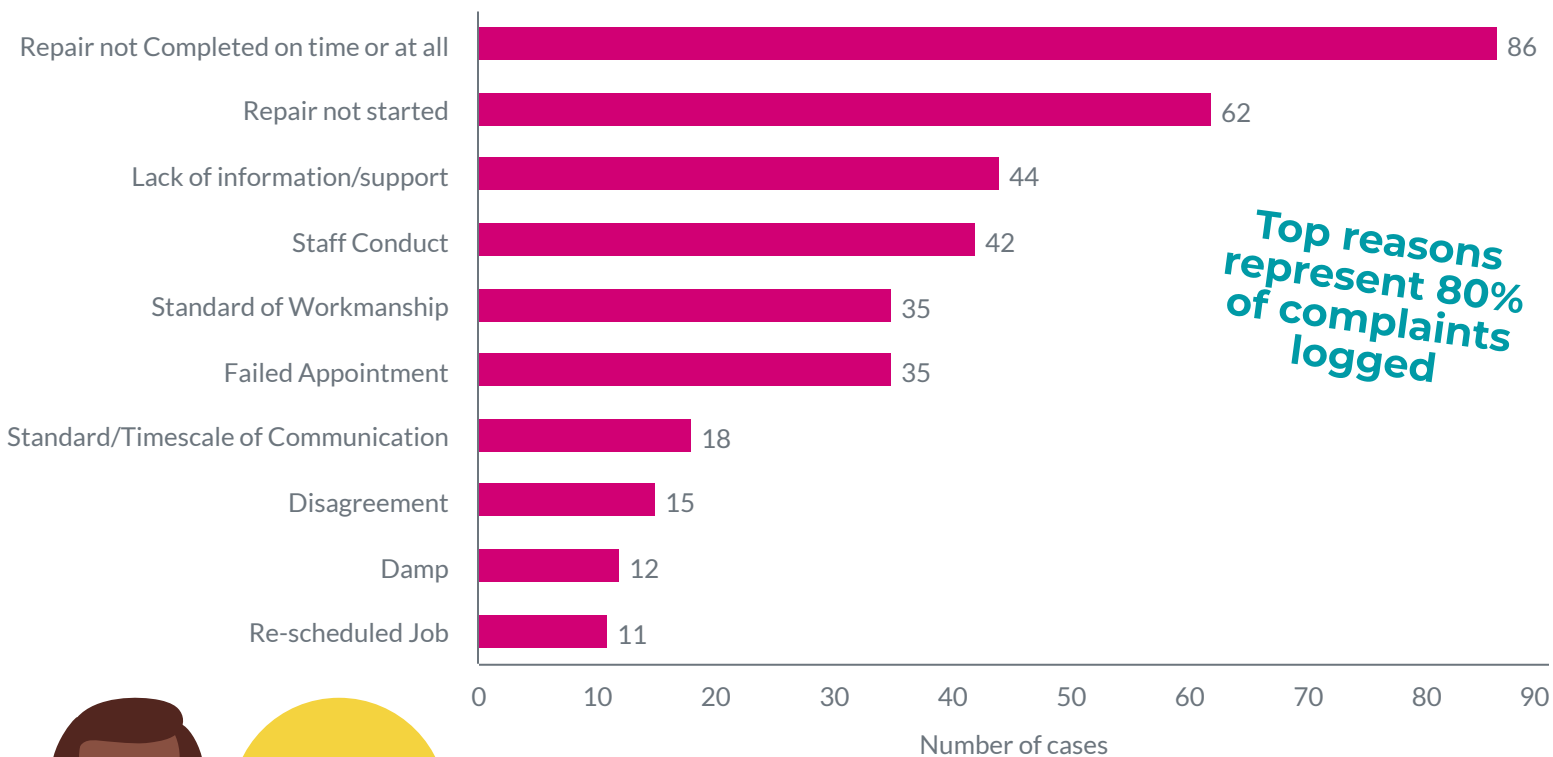
Complaints Quarter 3 -
October 2021 to December 2021



During quarter 3 we received 449 complaints ▲ 25%



Top reasons for a complaint

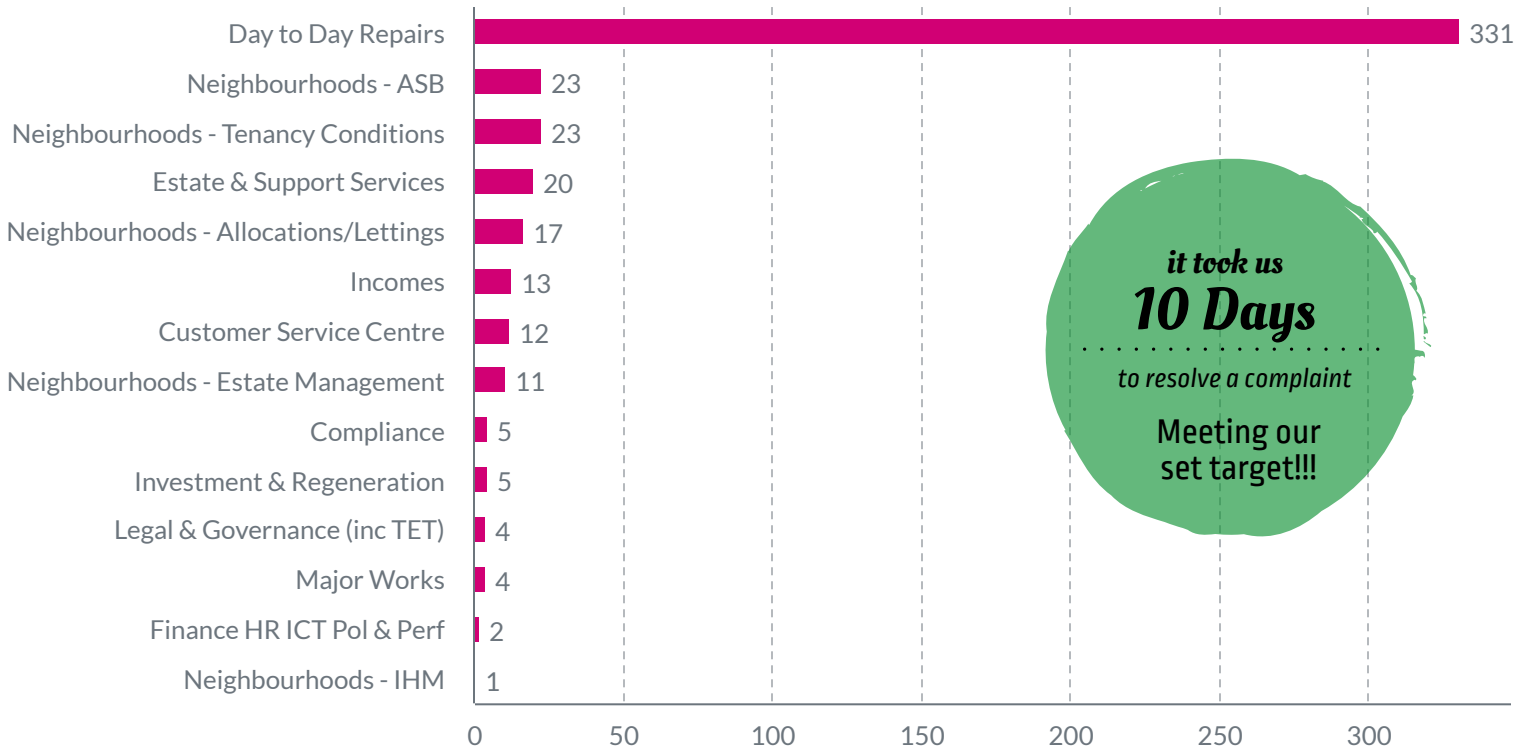


Top reasons represent 80% of complaints logged



70%
customer
s were
satisfied

Quarter 3 - closed 471 complaints ▲ 36%



it took us
10 Days
to resolve a complaint
Meeting our set target!!!

26 complaints
 escalated to
 stage 2
 ▼ 10%

QTR 3 - Stage 2 complaints by service

